

User-Centered Technical Support of E-resources

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Why you're here (I'm assuming)

- Select at least one objective for your library's technical support.
- Document the communication pattern for technical support at your library.
- Identify at least one technology option that would facilitate technical support at your library.

What we're going to do

- Objectives for technical support
- Communication
- Technology to facilitate technical support
- Assessment of technical support

What are you trying to do?

"There is a whole range of technology solutions that can enable the fantastic customer experience. ... The technology only enables customer advocates to be more efficient and effective. The solution lies in understanding the connection between people, process and technology."

- Natalie L. Petouhoff
Hitachi Consulting

What are you trying to do?

Organization-centric

- manage technology
- manage content

Assess the quantity of
the user's experience

Customer-centric

- manage user tasks

Assess the quality of
the user's experience

Information

Budget

Access

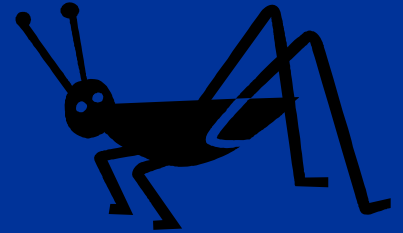
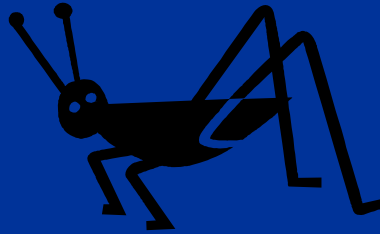
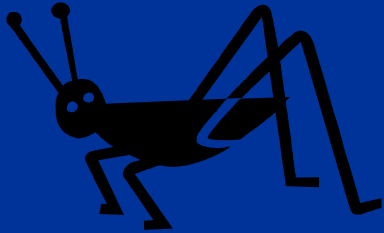
Authentication

Licenses

Usage

E-journal List

How do you know when you succeed?



How do you talk about what you're doing and how you're succeeding?

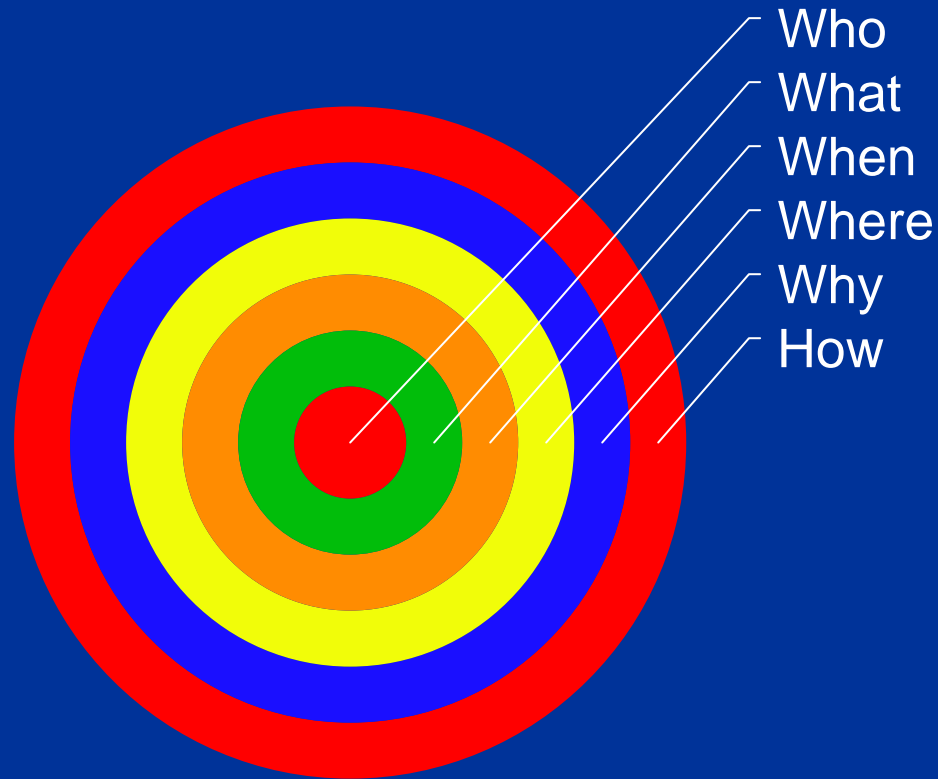
Standards for Service:

- Telephone responses
- Email responses
- Responses to complaints

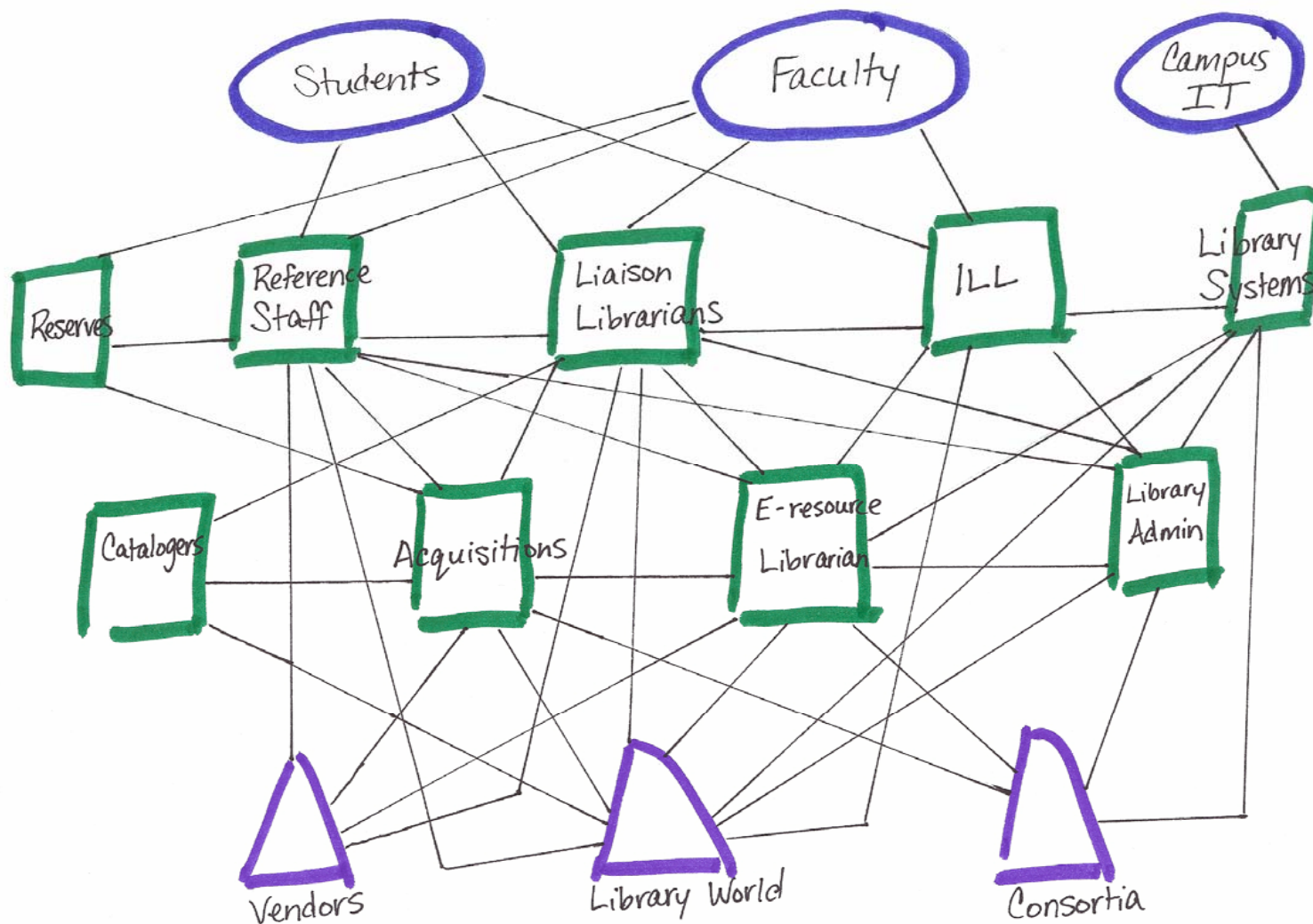
Content monitoring:

- Most used resources
- Resources used by influential people
- Resources used in specific classes
- Resources that were the hardest to get set up initially

Communication with your users

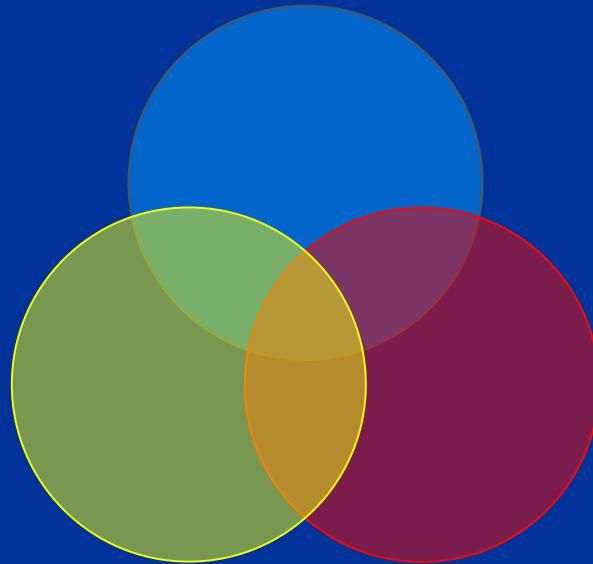


Your User Network



What

Money



Usage

Content

When, Where, Why, How

When	Whenever the user decides
Where	Wherever the user is
Why	What we have to find out
How	Carefully

Technology Tools

“There will always be a need to communicate with co-workers and no piece of technology or software application will be able to -- nor should be able to -- replace that.”

- Stephanie H. Wical


Electronic Resources Management System

The Alpha and Omega?



<http://www.photosharingforum.com>

FAQ

 Office for
Information
Systems

Search Contents Contact Us Home

About OIS Systems Under development Services News

Find it (SFX)

Overview

Support

Documentation

Support contacts

Find it resources

Find it citation linker

About Find it

Find it links

***Find it* FAQ for library staff**

What is *Find it*? (formerly called SFX)

How does it work?

What are the advantages to users?

What are the advantages to libraries and are there any staffing implications?

What problems does SFX solve?

Is there a specialized SFX vocabulary that I should be aware of as a library staff member?

What will the user see at Harvard?

What is the *Find it* Citation Linker?

Checklist

I have followed the instructions to configure my browser, but my configuration changes don't seem to take effect.

Symptoms:

- The [Browser Configuration Check](#) program consistently tells you that your browser is not configured correctly, even when you run it right after you restart the browser; and
- You can't get full access to the Library's licensed electronic resources.

Checklist:

1. Be sure you have followed the [configuration instructions](#) faithfully. Check to make sure you have entered the correct configuration URL in the field your browser provides; for the CalNet authenticating proxy server, the URL for the proxy configuration script is:

`http://proxy.lib.berkeley.edu:7777/proxy.pac`

and for the conventional PIN-authenticating proxy server the configuration script is at:

`http://proxy.lib.berkeley.edu/proxy.pac`

2. Be sure there are no spaces to the left of the configuration URL and that there are no extraneous characters following the configuration URL to the right.

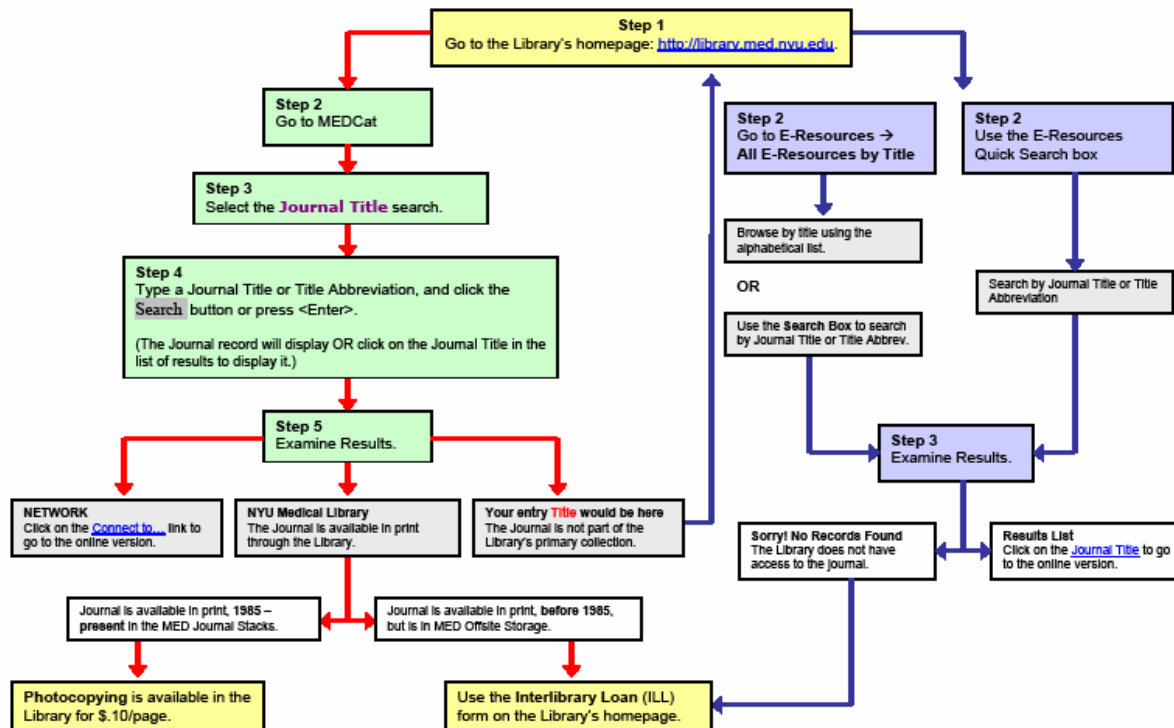
Flowcharts



NYU SCHOOL OF MEDICINE
FREDERICK L. EHRLMAN MEDICAL LIBRARY

Finding Journals and E-Journals at Ehrman Library (Flowchart)

The journals that the Library owns are listed in MEDCat, the Library's online catalog, and in the E-Resources section of the Library homepage. It is often necessary to check both places to locate complete information for journal holdings available to you via Ehrman Medical Library. The journals listed, as well as the information available about each journal, will vary depending on the tool that you choose to use to locate a journal title.



Calendar

NORTHWESTERN UNIVERSITY LIBRARY
StaffWeb | SharePoint


Search StaffWeb

Northwestern University Library's Staff Intranet

- ▶ **Virtual Help Desk**
- ▶ **ETES- Time and Attendance**
- ▶ **IT Support Central**
- ▶ **Strategic Planning**
- ▶ Organizations and Publications
- ▶ SharePoint Team Sites
- ▶ Library Committees & Task Forces
- ▶ News & Events

Libstaff Links

- ▶ Announcing: The First Ever NULSA Internationa...
- ▶ Coming Soon: The NUL Staff Podcast! ...
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[more news...](#) / 

Calendar of Events

- ▶ NUcat - Scheduled downtime : March 16, 2008
- ▶ NUcat - Scheduled downtime : March 23, 2008
- ▶ NUcat - Scheduled downtime : March 30, 2008
- ▶ NUcat - Scheduled downtime : April 06, 2008

[more events...](#)

Link Resolver




AMES STAFF VERSION

Source: Journal of the Optical Society of America [0030-3941] yr:2005

Full text for related object

Continued in part by: Journal of the Optical Society of America. B, Optical physics [0740-3224]

Full text available via Optical Society of America

Year: Volume: Issue: Start Page: 

Available from 1984 volume: 1 issue: 1

Interlibrary Loan and Reserves are not allowed.

Report This Page

Treatment prospects for persons with severe mental illness in an urban county jail



options

Print

E-mail

Add to Marked List

Save to EndNote Web

more

Author(s): Lamb HR (Lamb, H. Richard), Weinberger LE (Weinberger, Linda E.), Marsh JS (Marsh, Jeffrey S.), Gross BH (Gross, Bruce H.)

Source: PSYCHIATRIC SERVICES **Volume:** 58 **Issue:** 6 **Pages:** 782-786 **Published:** JUN 2007

Times Cited: 0 **References:** 18

Abstract: Objective: A retrospective study of inmates with severe mental illness in a large, urban county jail aimed to obtain information about their psychiatric and criminal histories and status, the psychiatric services they used while incarcerated, and the challenges they might present in psychiatric treatment after release. Methods: The authors ascertained demographic characteristics, diagnoses, psychiatric and legal histories, and current psychiatric condition and treatment from jail psychiatric records of a random sample of 104 male inmates with mental illness and from electronic county mental health records and state records of criminal histories. Results: Seventy-eight inmates (75%) were diagnosed as having a severe mental illness. Of these, 59 (76%) required inpatient care or its equivalent for part of their time in jail for the current offense. Of the inmates with severe mental illness, 92% had a history of nonadherence to medications before this arrest, 95% had prior arrests, 72% had prior arrests for violent crimes against persons, and 76% were known to have a history of substance abuse. Conclusions: A large percentage of persons with severe mental illness received their

Cited by: 0

This article has been cited 0 times (from Web of Science).

Create Citation Alert

Related Records:

Find similar records based on shared references (from Web of Science).

[[view related records](#)]

References: 18

View the bibliography of this record (from Web of Science).

Suggest a correction

If you would like to improve the quality of this product by suggesting corrections, [please fill out this form](#).

Ticket Tracking System

Ticket #24 (new task)

LDAP authentication

Opened 2 years ago
Last modified 5 months ago

Reported by:	reset	Assigned to:	reset
Priority:	major	Milestone:	2.0
Component:	Server Side	Version:	2.0
Keywords:		Cc:	

Description

Get the LDAP authentication working.

Change History

[11/29/06 11:53:04](#) changed by [frumkinj](#)

- **version** set to *The Stars, Like Dust (3)*.

[02/08/07 20:47:38](#) changed by [frumkinj](#)

- **version** changed from *0.8* to *1.0*.
- **milestone** set to *1.0*.

Moving this to 1.0, since LDAP (and other authentication methods) will be more meaningful once we've built functionality where user accounts will add value.

[02/21/07 09:47:05](#) changed by [frumkinj](#)

- **version** changed from *1.0* to *0.9*.
- **milestone** changed from *1.0* to *0.9*.

[10/16/07 14:22:07](#) changed by [frumkinj](#)

- **version** changed from *0.9* to *2.0*.
- **milestone** changed from *0.9* to *2.0*.

Customer Relation Management System

Database Problems Form

Before submitting a problem, consider some quick browser tips:

1. Browser issues are common. Sometimes simply trying a different browser solves the problem.
2. Ensure you are using the latest version of your browser
3. Pop-up blockers. Some browsers can be configured to block pop-up windows, however, pop-up blockers may interfere with some of the databases you are trying to access. Try temporarily disabling pop-up blockers in your browser if you have them enabled.

An asterisk () denotes a required field*

Patron Information

Please enter your contact information below so we may serve you better.

FULL NAME * *(First and Last)*

E-MAIL ADDRESS * *(example@email.com)*


IP ADDRESS *Your IP*

YOUR BROWSER * 

DATABASE NAME

PROBLEM DESCRIPTION *

Customer Relation Management System



My Account | Employees | Logout | About

Search

SUGAR SUITE™

Home | Campaigns | Leads | Contacts | Opportunities | Accounts | Quotes | Products | Documents | Calendar | Forecasts | Reports | Dashboard | Cases >>

Welcome William

Shortcuts

- Create Case
- Cases

Last Viewed

- Network Error
- License Control.
- Help Request
- William Marcus
- Madeline Willis
- Eleccyclics Inc
- Logan Perez.
- Cortini Shipping

New Case

Subject: *

Account Name: *

Select

Save

Cases: Home

Print ? Help

Case Search

Number:

Subject:

Account Name:

Only my items: ☐

Search Clear

Advanced

Case List

Export

Start Previous (1 - 8 of 8) Next End

<input type="checkbox"/>	Num. ↕	Subject ↕	Account Name ↕	Priority ↕	Status ↕	Team ↕	User ↕
<input type="checkbox"/>	4	Activation Problems	Cradling Telco	High	New	Global	Jason
<input type="checkbox"/>	3	Help Request	Eleccyclics Inc	Low	Assigned	West	Will
<input type="checkbox"/>	2	License Control Request	Cortini Shipping	Low	Closed	East	Will
<input type="checkbox"/>	6	Log-in Passwod Reset	Aoptixas	Medium	Closed	Global	Jason
<input type="checkbox"/>	1	Network Error	Cortini Shipping	Medium	Assigned	East	Will
<input type="checkbox"/>	8	Status Check	Sephaed	Medium	New	Global	Jason
<input type="checkbox"/>	5	Status Problems	Iridexion Corporation	High	New	Global	Jason
<input type="checkbox"/>	7	System Problems	Rita Earth	High	New	Global	Jason

Export

Start Previous (1 - 8 of 8) Next End

Check All - Clear All

Update

Delete

Assigned to: Select

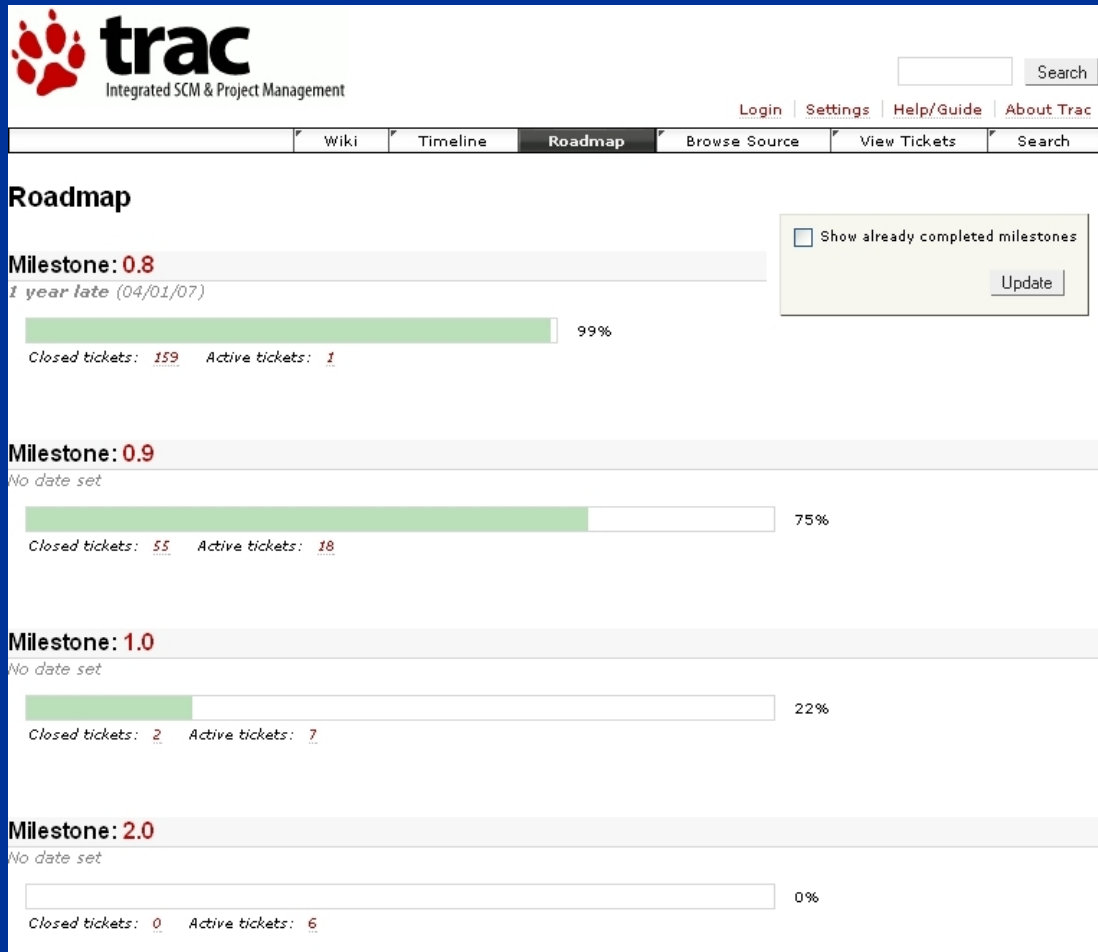
Account Name: Select

Priority: --None--

Team ID: Select

Status: --None--

Project Management



Collaborative Space

- ▶ Virtual Help Desk
- ▶ ETES- Time and Attendance
- ▶ IT Support Central
- ▶ Strategic Planning
- ▶ Organizations and Publications
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[more events...](#)

▶ Staff Directory

by last name: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Last Name: ☒ Sort by last name

First Name: ☐ Sort by department

Department:

Select a department and click on search to see departmental listings

To display the entire staff directory, click on Search with no parameters

▶ Divisions & Departments

Technical Services and Resource Management (TS&RM)

- ▶ Acquisitions and Rapid Cataloging (ARC)
- ▶ Bibliographic Services
- ▶ Business and Finance
- ▶ Electronic Resources and Collection Analysis (ERaCA)
- ▶ Preservation
- ▶ Serials Cataloging Section

Public Services

- ▶ Academic Liaison Services
 - ▶ Contact List for Selectors
- ▶ Digital Media Services
- ▶ Mitchell Multimedia Center
- ▶ Reference

Assessment – Success

Did our users find what they needed?

Sides of Assessment

Necessary components

- on-going
- incremental

Cool aspects

- encourage innovation
- foster a climate of continuous improvement
- celebrate how far you've come

Questions to Ask

- Why are you assessing?
- What are you going to do with the data?
- Who's going to be involved in the assessment?
- What assessment data already exists?

Assessment Tools

- Quantitative
 - analysis of complaints and compliments
 - surveys
 - mystery shopping
 - usability testing
- Qualitative
 - conversations with users
 - focus groups
 - interviews with users

How to choose where to start?

Focus:

USERS' TASKS

not

TOOLS

"The web is not a nirvana."
- Gerry McGovern

Noteworthy Resources

- Cook, Sarah. *Measuring Customer Service Effectiveness*. Burlington, Vt.: Gower, 2004.
- McGovern, Gerry. *New Thinking* (a weekly e-mail newsletter). More information:
http://www.gerrymcgovern.com/new_thinking.htm